



JOB DESCRIPTION

POSITION: Front Desk Agent

(non-exempt)

DEPARTMENT: Front Office

IMMEDIATE SUPERVISOR: Front Office Manager/General Manager

JOB SUMMARY: The Front Desk Agent is responsible for checking guests in and out of the hotel quickly, efficiently and courteously using the property management system; processing all payments according to established hotel policies and requirements; providing information and customer service to guests and visitors of the hotel.

ESSENTIAL DUTIES:

- Welcome guests in a friendly, prompt and professional manner.
- Register guests, issue room keys, provide information on hotel services and room location. Answer phones in prompt and courteous manner.
- Up-sell rooms where possible to maximize hotel revenue.
- Accurately process all cash and credit card transactions in accordance with established procedures including but not limited to posting all charges, completing cashier and other reports, preparing deposit, and counting/securing assign bank.
- Issue, control and release guest safe-deposit boxes.
- Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up.
- Respond appropriately to guest complaints. Make appropriate service recovery gestures in order to ensure total guest satisfaction.

OTHER DUTIES & RESPONSIBILITIES:

- May routinely book guest reservations for individuals and/or groups that are requested either by phone or from within the hotel; process cancellations, revisions, and information updates on changes.
- Promote teamwork and quality service through daily communications and coordination with other departments.
- Frequently standing up behind the desk.
- Carrying or lifting items weighing up to 50 pounds
- Handling objects, products and computer equipment.
- Use a computer/keyboard to operate various property management and reservations systems, etc.
- Perform other duties as assigned including guest room tours, concierge services, special guest requests, etc.

Initials / Date _____ / _____

QUALIFICATIONS & REQUIREMENTS:

- High school diploma or equivalent plus one year Front Desk/Guest Service experience. Some college preferred.
- Must speak fluent English. Other languages preferred.
- Reading, writing and basic math skills
- Must be able to problem solve.
- Ability to reason, motivate and train other employees.
- May be required to work nights, weekends, and/or holidays.
- Must be able to demonstrate predictable, reliable and timely attendance.
- The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Basic knowledge of computers and software including ability to use e-mail, word processing, spreadsheet software and hotel management system.

DRESS CODE: A professional appearance required. A uniform and nametag is required at all times.

I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AS STATED ABOVE AND ACCEPT THAT ANY OF THE TASKS MAY BE MODIFIED AND/OR CHANGED. I ACCEPT RESPONSIBILITY FOR KNOWING THE MODIFICATIONS AND/OR CHANGES IN THIS JOB DESCRIPTION. I CAN PERFORM THE ESSENTIAL FUNCTIONS OF THIS JOB AS LISTED ABOVE, WITH OR WITHOUT REASONABLE ACCOMODATION.

Employee Signature

Date

Supervisor Signature

Date